

**Planning Unit:** Dean, Library Services

**Year:** 2009 - 2010

**Unit Type:** Administrative Support

**Report Period:** July 1, 2009 – June 30, 2010

*(Choose One: Educational Programs, Administrative Support, Educational Support, Workforce Development)*

**(1) Unit Mission:**

The Delgado Community College Libraries will support and enhance programs by providing access, materials, and services in a variety of formats to all patrons. Through information literacy instruction the libraries will provide all students, including off-site students, with a vehicle for independent learning.

(2)	(3)	(4)	(5)	(6)	(7)
Strategic Focus/College Goal <i>(SF# and/or CG#)</i>	Desired Outcome & Target/Criterion <i>(Outcome begins with verb, Target numerically measurable)</i>	Strategy To Accomplish Desired Outcome <i>(Use bullets)</i>	Budget Link <i>(Yes or No)</i>	Assessment Method/Instrument	Findings & Use of Results for Improvement <i>(Use bullets)</i>
	<p>A. <b>Desired Outcome #1:</b> Provide an online Interlibrary Loan system for DCC Libraries using ILLiad software</p> <p>B. <b>Target:</b> 100% ILL done online.</p>	<ul style="list-style-type: none"> <li>• Receive Training on ILLiad</li> <li>• Work with an outside ILL librarian to complete</li> <li>• Consult with Atlas, the ILLiad company, if necessary</li> <li>• Activate ILLiad for the DCC Libraries</li> <li>• Create an Interlibrary Loan User Manual for the ILLiad component</li> </ul>	Y	<p>Statistical Analysis: Usage Statistics</p> <p>Final Report including Procedures –</p>	<p>A. <b>Findings:</b></p> <ul style="list-style-type: none"> <li>• Increased use of ILL</li> <li>• Need for a patron empowered ILL system</li> <li>• Need for Document Delivery System</li> </ul> <p><b>Target Partially Met</b></p> <p>B. <b>Use of Results:</b></p> <ul style="list-style-type: none"> <li>• Created a patron empowered ILL system</li> <li>• Investigated an online Document Delivery System</li> <li>• Created and conduct a Satisfaction Survey</li> </ul>

(2)	(3)	(4)	(5)	(6)	(7)
Strategic Focus/College Goal  (SF# and/or CG#)	<b>Desired Outcome &amp; Target (Criterion)</b>  (Outcome begins with verb, Target numerically measurable)	<b>Strategy To Accomplish Desired Outcome</b>  (Use bullets)	Budget Link  (Yes or No)	<b>Assessment Method/ Instrument</b>	<b>Findings &amp; Use of Results for Improvement</b>  (Use bullets)
	<p><b>A. <u>Desired Outcome #2:</u></b> Investigate the development of a Cooperative Library (or Federal City) System for the West Bank Library</p> <p><b>B. <u>Target/Criterion:</u></b> 100% completion of research</p>	<ul style="list-style-type: none"> <li>Investigate two cooperative libraries by phone or in-person</li> <li>Research the cooperative movement</li> <li>Speak to librarians who have set-up Cooperative libraries</li> </ul>		Qualitative Analysis: Final Report --	<p><b>A. <u>Findings:</u></b></p> <ul style="list-style-type: none"> <li>100% of Research Completed:</li> <li>Cooperation &amp; Collaboration are essential to a successful project</li> <li>A Planning Committee must be convened with all Parties</li> <li>Formation of Supervisory Board needed</li> </ul> <p><b>Target Met</b></p> <p><b>B. <u>Use of Results:</u></b></p> <ul style="list-style-type: none"> <li>No Action Required at time; Keep abreast of developments regarding Federal City and West Bank Development Plan</li> </ul>

	<p>A. <b><u>Desired Outcome #3:</u></b></p> <p>Research a new Resource Center building on City Park Campus that includes a library.</p> <p>B. <b><u>Target/Criterion:</u></b> 100% completion of research</p>	<ul style="list-style-type: none"> <li>• Research building a new library</li> <li>• Visit one or two new libraries</li> <li>• Meet with VC, Architect, Provost, and/or D-Lit Dean</li> <li>• Consult DCC librarians</li> </ul>		<p>Qualitative Analysis: Final Report --</p>	<p>A. <b><u>Findings:</u></b></p> <ul style="list-style-type: none"> <li>• 100% of Research Completed:</li> <li>• Research provided information toward library needs for a new facility</li> <li>• Consultations with preliminary architect about Standards were a must for a useful program.</li> <li>• Consultations were necessary with the architect on the preliminary report so the job could go out on bid</li> </ul> <p><b>Target Met</b></p> <p>B. <b><u>Use of Results:</u></b></p> <ul style="list-style-type: none"> <li>• Used information gathered to research literature on new library buildings; Preliminary Plan developed with State Architectural Firm</li> <li>• Collaborated with D-Lit and Media on the new building plan</li> <li>• Communicated needs/plans with Delgado Executive Board</li> </ul>
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(2)	(3)	(4)	(5)	(6)	(7)
<b>Strategic Focus/Coll ege Goal</b>  (SF# and/or CG#)	<b>Desired Outcome &amp; Target</b> (Criterion)  (Outcome begins with verb, Target numerically measurable)	<b>Strategy To Accomplish Desired Outcome</b>  (Use bullets)	<b>Budget Link</b>  (Yes or No)	<b>Assessment Method/ Instrument</b>	<b>Findings &amp; Use of Results for Improvement</b>  (Use bullets)
	<b>A. Desired Outcome #4:</b> Investigate and create a virtual link for Information Literacy between the two Northshore sites, Covington and Slidell  <b>B. Target/Criterion:</b>  100% Completion	<ul style="list-style-type: none"> <li>Communicate with Northshore Technician</li> <li>Communicate with Northshore Librarian and dean</li> <li>Set up software applications at the Northshore in Covington and Slidell</li> </ul>	Y	Statistical Analysis:  Final Report with Procedures –	<b>A. Findings:</b> <ul style="list-style-type: none"> <li>50% complete</li> <li>Communication needed across the Northshore</li> <li>Too early for Satisfaction Survey</li> <li>Equipment needed to be put in place on Northshore - Slidell/Covington</li> </ul> <b>Target Not Met</b>  <b>B. Use of Results:</b> <ul style="list-style-type: none"> <li>Piloted the Online Reference Program in Summer and Fall</li> <li>Created a Satisfaction Survey</li> </ul>

# Evidence of Use of Results for Improvement

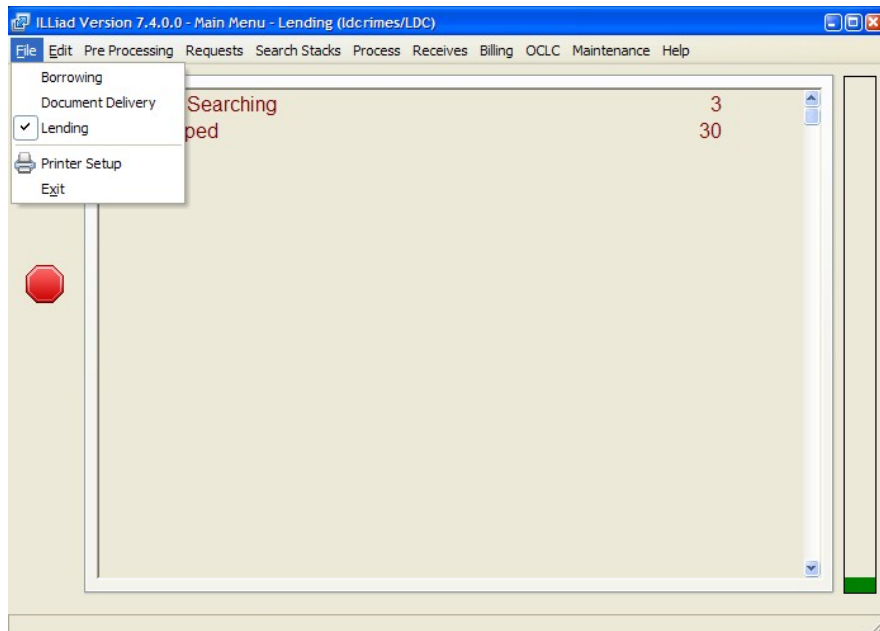
## Outcome #1

## ILLaid Lending Procedures

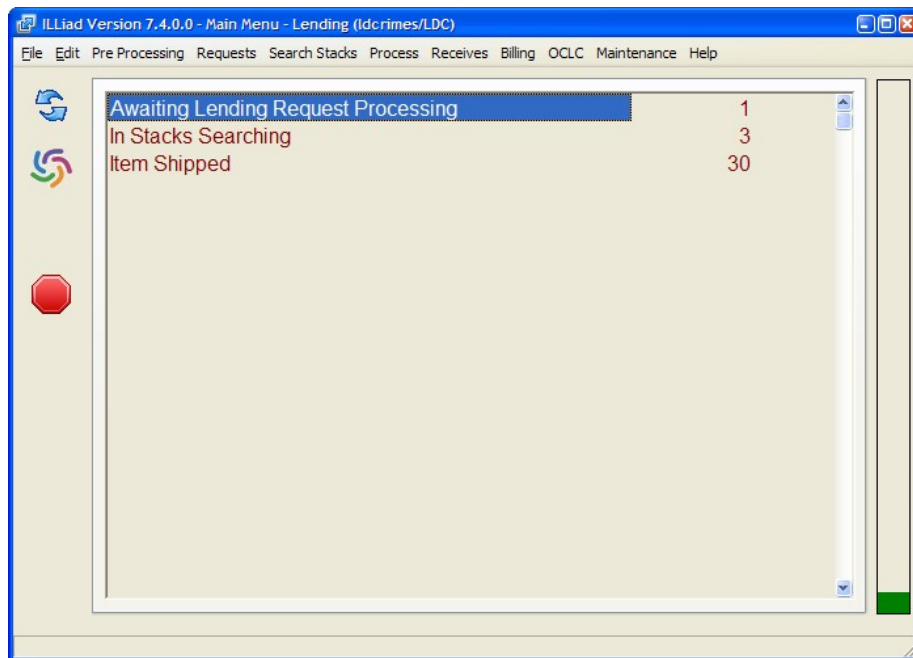
Log in to ILLaid with your user name and password.



Click on File and select Lending.



Double-click Awaiting Lending Request Processing for new requests. Double-click the title to begin work.



## Lender Address

If the library is a new borrower, the Lender Address will show up. Enter the information in the Address fields if they information is not entered. Once the address information is correct, the Add Address button will become active, Click Add Address to add the information to ILLaid. Under the Lender String, click on the address to highlight, then click Select Address.

**Lender Address**

Request Symbol: **LS1** PD

Ship To: Document Delivery / Fisher Library F03 / University of Sydney NSW 2006 / A

Bill To: As Above

Fax: 61 2 9351 4593 ; ARIEL (FTP): fh.ariel.library.usyd.edu.au

Email: fhll@library.usyd.edu.au

Odyssey:

LenderString: AddressNumber NVTGC LibraryName Address1 Address2 Address3

<No data to display>

Address: Library Name Document Delivery Address Number New

Shipping Address: Fisher Library F03

University of Sydney NSW 2006

AUSTRALIA

E-mail:

Phone: Fax:

Odyssey: Ariel:

Billing Address: As Above

Billing Category: Default

Loan Charge: Copy Charge:

Billing Method:

☐ Priority Shipping ☐ Copyright Payer ☐ Decline EFTS ☐ Override IFM ☐ RLG SHARES

Select Address Add Address Update Address

Groups:

Note: Changes to groups apply to all addresses with the same symbol

ShipTo: Document Delivery / Fisher Library F03 / University of Sydney NSW 2006 / A

Title: Communication.

ISSN: 0272-9830

AgingDate: 20090611

Article: Article Author: Schudson, Michael; - Article Title The Present in the Pa-

BILL TO: As Above

BillingNotes: Please notify us if it comes to more than the maxcost. We pay IFM, ple

Borrower: LS1

BorrowingNotes: This is a request for a chapter of a book or an article from a journal

CopyrightCompliance: CCG

Email: fhll@library.usyd.edu.au

Fax: 61 2 9351 4593 ; ARIEL (FTP): fh.ariel.library.usyd.edu.au

ID: 54466213

Imprint: Boca Raton, Fla. : Social Issues Resources Series, Inc., 1976 9999

IssueDate: 1989

Lenders: CNU,DHU,\*LDC,UPM,BRB

MaxCost: 25.00 IFM

NeedBeforeDate: 20090731

OCLCNumber: 4454511

Pages: 105-113

Patron: arts / TD 1/6/2009

ProtocolType: OCLC

RequestDate: 20090601

ShipVia: ARIEL (FTP): fh.ariel.library.usyd.edu.au

Source: FSILLSTF

Status: PENDING

Verified: WorldCat Desc: v. :Type: Serial

Volume: 11

## Lending Request Form

1. Check the information entered in Loan and/or Article Information.
  - a. Items fully cited.
  - b. VHS/DVD requests ~ Found in the Publisher field. Cancel these requests.
  - c. Check the year(s) for Articles.
2. Call Number and Loan Information
  - a. Click the Z Search box to find call number and location of materials.
  - b. Under searches, click fields to find materials. Choose the correct materials.
  - c. Double-click the correct item and the information is exported into the Call Number and Location field.
  - d. Click SAVE CHANGES from the menu
  - e. Click FINISHED SEARCHING from the menu



- f. Click on the blue refresh button from the main screen and items are transferred into Awaiting Stacks Searching.

**Lending Request Form**

Save Changes Cancel Request Conditionalize Request EMail Route Change Status To... Leave Request in Queue Show Import Information **Process** Finished Searching

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**General Request Information**

Transaction Number   
ILL Number   
OCLC Number   
Maxcost/Need Bef    
Patron/In Process    
ISSN   
Lending String   
Service Level/Type   
Shipping Options

Request Type  
☐ Article  
☒ Loan

☐ Priority Shipping  
☐ Ariel

Copyright Comp

ShipTo: ILL/DUPRE LIBRARY/UNIVERSITY OF LOUISIANA at LAFAYETTE/PO Box  
Title: Making garden floors : stone, brick, tile, concrete, ornaments.  
ISBN: 9781579902124  
Affiliation: Soline/SO6/Reciprocal

OCLC Status

**Notes (Double-Click to Add)**

6/8/2009 1:37:43 PM Billing Notes: Please include charges with material.  
System System

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**Loan Information**


Author   
Title   
Edition   
Publisher   
Place   
Date

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**Article Information**

Journal Title   
Volume   
Issue   
Month/Year   
Pages   
Article Author   
Article Title   
Imprint

---

**Call Number and Location Information** 

Call Number   
Location   
Item No/Due Date   
Pieces

☒ Allow Copies?  
☐ Library Use Only?  
☒ Allow Renewals?

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**Shipping Address** DUPRE LIBRARY  
UNIVERSITY OF LOUISIANA at LAFAYETTE  
302 EAST SAINT MARY BLVD  
LAFAYETTE LA 70503

**Billing Address** Same (FEIN #72-6000820)

**Billing Category** Default  
**Billing Notes** None  
**Groups** None

## Z Search Screen

Search for the correct material by selecting System Number, Standard Number, Title, Author, or Keyword. Highlight the Material Requested.

Search History

Default Searches Custom Search

System Number 45093831 Search Reset

Standard Number 9781579902124 Search Reset

Title Making garden floors : stone brick tile Search Reset

Author Gilchrist Paige Search Reset

Keyword tMaking t:garden t:floors t:stone a:G Search Reset

Clear All

ILLiad Citation

**Making garden floors : stone, brick, tile, concrete, ornamental gravel, recycled materials, and more /**  
Gilchrist, Paige.  
New York : Lark Books, c2001.

Billing Notes: Please include charges with material.  
6/8/2009 1:37:43 PM [System] (System)

## Awaiting Stacks Searching

Click on Awaiting Stacks Searching, the General Search- Lending screen will appear. Click on the item requested and the General Update Form should appear. Double Check information entered in Bibliographic Information, Billing Information, Item Information, and OCLC Information, and Notes and Tracking Information.

### Notes and Tracking Information.

1. Notes contain shipping information. Check to see if the item(s) should be shipped by mail, Ariel, Odyssey, email, or fax.
2. Tracking sends work progress to requesting library.
3. History contains work history for the item.
4. Lending Request is a summary of the item, contains mailing address, email address, phone and/or fax numbers of the library, billing information, and special requests made by the library.

## Cancel Request

To cancel the request, select Cancel Request from the ILLaid menu. The Lending – Cancellation Form will appear. Click the reason or type a message to the library, then click Cancel Request.

Lending - Cancellation Form

Reasons for Cancellation

- ☐ Checked Out
- ☐ Non-circulating
- ☐ Exceeds max cost
- ☐ On order
- ☐ Not as cited
- ☐ Title not owned
- ☐ Holdings END BEFORE this volume
- ☐ Holdings BEGIN AFTER this volume
- ☐ At bindery
- ☐ Lack volume/issue
- ☐ Issue not yet received
- ☐ Lost
- ☐ Not on shelf
- ☐ Exceeds copy limits
- ☐ Other

Other Reason or Notes (Call Number)

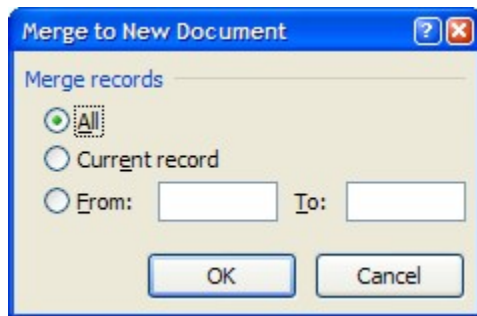
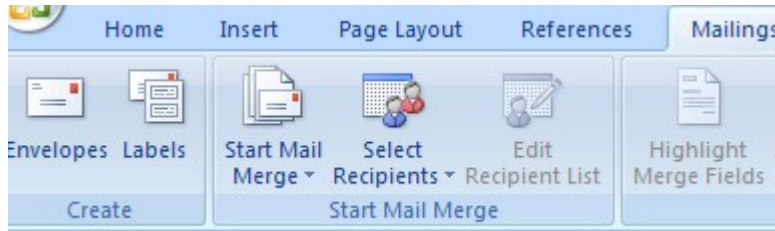
Cancel Request

Highlight Awaiting Stacks Searching, Select Search Stacks from the menu, Click Print Search Stacks Items and print out requests.

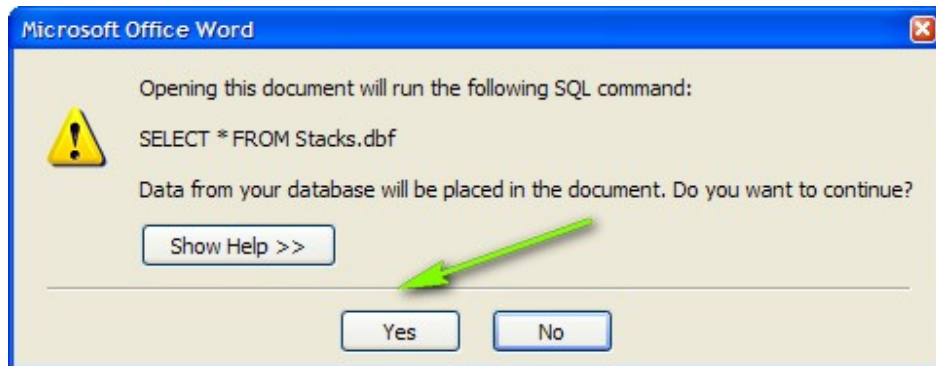
Search Stacks Process Receives Billing OCL

- Print Stacks Search Items
- Update Stacks Search Results
- Print Shipping Labels
- Print Secondary Print Items
- Empty Secondary Print Queue Requests ▶

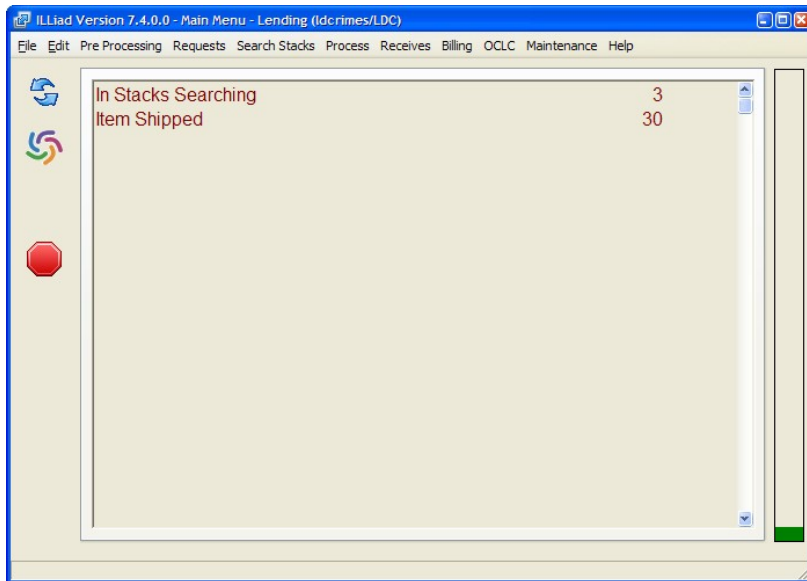
Requests will open into a word document. In Word 2003, Mail Merge can be setup. To do this, go to Tools then select Letters & Mailings, the Show Mail Merge Toolbar. The new toolbar should appear. When merging a document, click on the button “Merge to New Document.” In Word 2007, select Shift + Alt+N to open Mail Merge.



When this Error Message appears, Click **Yes** to Continue. Print out the Slips. Click **NO** to Save the document.

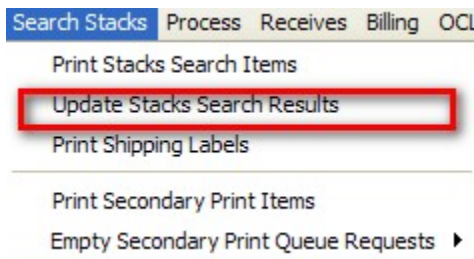


Click the blue refresh button on the main screen and items will appear in “In Stacks Searching.” This process lets the requesting library know you are looking for the book on the shelf.



### **Update Stack Search Results**

Select the Update Stack Search Results option from the Search Stacks menu.



1. In the Select Record area, information may be entered into the Transaction, ILL number, Article title, Article Author, Loan Title, and Loan Author fields to find the returned materials. Keep the “Select Only Items Shipped Status” to “YES.”
2. Choose the item returned from “Records Selected,” double-click to highlight the title, and choose an option.
  - Mark item as found.
  - Mark Item as NO
  - Mark Item as Conditional
  - Route Item to Second Search

**Update Stacks Search Form**

**Select Record**

Transaction Number:   
 ILL Number:   
 Article Title:   
 Article Author:   
 Loan Title:   
 Loan Author:

Select Only "In Stacks Searching" Status  
☒ Yes ☐ No

**Records Selected**

TransactionNumber	Username	RequestType	LoanAuthor
4551616	LDC	Loan	Finn, Julio.
4551946	LDC	Loan	Kingsley, Charles.; Cripps, Elizabeth A.
4552147	LDC	Loan	Roueché, John E.

**Update Stacks Search**

Transaction Number: 4551616 Due Date: 7/2/2009  
 ILL Number: 54589065 Pieces: 1  
 Title: The bluesman ; the musical Item Number:   
 Author: Finn, Julio. Pages: 1  
 Current Status: In Stacks Searching Call Number: 784.53009 F51b  
 Lender String: \*LDC,LPY,LWA,GBT,GSC Max Cost: 0.00  
 System ID: OCLC OCLC Status: IN\_PROCESS

**Request Type**  
☐ Article ☒ Loan

Borrower Symbol: LSH  
 Library Name: ill

**Notes**

Note Date	Added By	Note
6/4/2009 8:53:36 AM	System	Borrowing Notes; Please note change in Ariel address, effective 7/14/08

**Mark Item as Found**  
 Mark Item as Found (Scan Now)  
 Mark Item as NO  
 Mark Item as CONDITIONAL  
 Route Item to Second Search  
 Route Item to Selected Status

## Awaiting Shipping Label Printing

Select Search Stacks from the ILLaid menu. Select Print Shipping Labels. Items will move to the Item Shipped status.

## Items Returned

To check in items returned from borrowing libraries. Select Recieves from the top menu and click on "Check Items in From Returning Libraries."

Receives Billing OCLC Maintenance Help

Check Items In From Returning Library

1. In the Select Record area, information may be entered into the Transaction, ILL number, Article title, Article Author, Loan Title, and Loan Author fields to find the returned materials. Keep the "Select Only Items Shipped Status" to "YES."

**Check In from Returning Library**

**Select Record**

Transaction Number:

ILL Number:

Article Title:

Article Author:

Loan Title:

Loan Author:

Select Only "Item Shipped" Status:

☒ Yes ☐ No

**Records Selected**

Transact	Username	Requ	LoanAuthor
4495631	LDC	Loan	Nicholson, Paul T.; Shaw, Ian,
4533051	LDC	Loan	Thomas, David.
4534593	LDC	Loan	Millman, Joel.
4535385	LDC	Loan	Said, Edward W.
4536590	LDC	Loan	Kotkin, Joel.
4538179	LDC	Loan	Reid, Lesley Williams, 1971-
4541902	LDC	Loan	Harcourt-Brown, Frances.
4542561	LDC	Loan	Sandison, David.
4542801	LDC	Loan	Goldie, Mark.; Wokler, Robert,
4544442	LDC	Loan	Williams, Robin.
4544723	LDC	Loan	Common-Burnett, I

**Check In From Customer**

Transaction Number: 4495631

ILL Number: 49815374

Due Date: 2/13/2009

Pieces: 1

Title: Ancient Egyptian materials and technology /

Author: Nicholson, Paul T.; Shaw, Ian,

Notes/Special Ins.:

OCLC Status: Record not found

**Returning Library Information**

Symbol: LFY

Library Name: ILL

Address: LAFAYETTE PUBLIC LIBRARY

301 W. CONGRESS

LAFAYETTE, LA. 70501

Phone:

Fax:

Ariel:

Note Date: 1/15/2009 3:05:24 PM

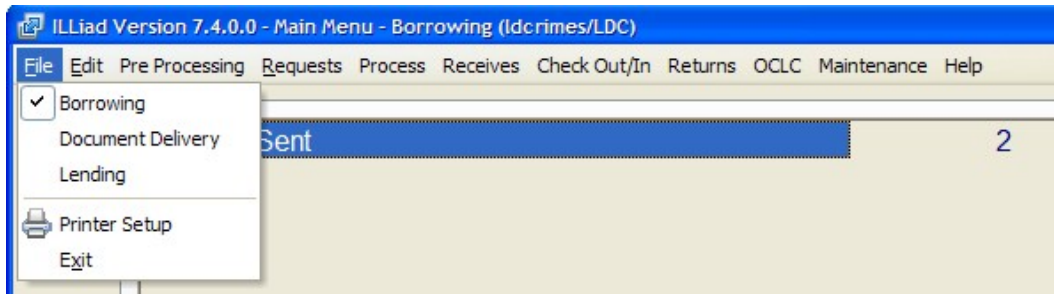
Added By: System

Note: Borrowing Notes; SOLINE/S06/LVIS

- Choose the item returned from "Records Selected," double-click to highlight the title, and Under Check in from Customer, click Check Item In. The item should disappear from the list.

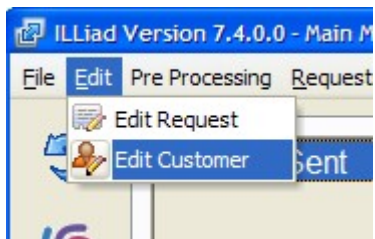
## ILLiad Borrowing Procedures

Click on File and select Borrowing.



To Clear New Customers (Upload from internet)

Select Edit from the menu and Edit Customer if you need to add or make corrections a record.





The User Lookup and Edit form will appear. To Search for a Customer, enter information into the Last Name, First Name fields or Click the Search Button and Highlight the Patrons Name. The Patrons Information will appear.

**User Lookup and Edit**

**Search for Customer**

Last Name:   
 First Name:   
 SSN/ID:   
 Username:  ☐ Exact  
 Organization:   
☐ Show Disavowed Users

UserName	LastName	FirstName	SSN
ccraft@dcc.edu	Craft	Carol	
cjenkins	Jenkins	Carla	
ckenne1@dcc.edu	Kennedy	Curtis	
cmille79204@dcc.edu	Miller	Christy	
crimes@dcc.edu	Rimes	Courtney	103-87
drepm	Repman	Denise	
hcumlet	Cumlet	Harolyn	
Jeanetta Willis	Willis	Jeanetta	

**Customer Information**

Username:  Status:   
 Last Name:  Department:   
 First Name:  Organization:   
 SSN/ID:  Site:   
 Number:  Authorized Users:   
 E-Mail:   
 Phone:   
 Fax:   
 Location:   
 Expiration Date:   
 Notification Method:   
 Delivery Method:   
 Loan Del. Method:   
 Electronic Delivery:   
 Request Limit:  ☐ Blocked  
☐ ILLiad Authentication

**Local/Mailing Address**

Address:   
 City:   
 State/Zip:   
 Country:

**Other/Notification Address**

Address:   
 City:   
 State/Zip:   
 Country:

- Adding a New Customer – Click the Add New User button, the New User Box should appear. Enter the information in the fields. Click OK.

Once you have added or selected your patron, Click Add Request for User.

**Add Request**  
Cancel/Exit Finished Adding Request

**General Request Information**

Transaction Number   
Username   
ISSN   
Not Wanted After/Wanted By  01/14/2011   
Reference Number   
Note

**Request Type**  
☒ Article ☐ Loan

**Doc Type**   
**Alternate Edition**  
☒ Yes ☐ No  
**Accept Non English**  
☐ Yes ☒ No  
**Copyright**

**Service Type**   
**Service Level**   
**Shipping Options**   
**Received Via**   
**Call Number**   
**Location**   
**Maxcost**

**Loan Information**

Author   
Title   
Publisher   
Place   
Date   
Edition

**Article Information**

Journal Title   
Volume/Issue   
Mth/Yr/Pages   
Article Author   
Article Title   
Item Publisher   
Item Author   
Item Place/Edit

**Citation Information**

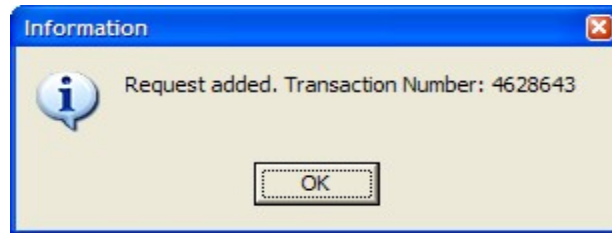
Cited In   
Title   
Date   
Volume   
Pages

OCLC/UI Number   
ILL Number   
Patron

The Add Request Form will appear.

- Under Request Type, Choose Article or Loan (Book, AV, etc.)
- Under Doc Type, use the drop-down menu to select the type of item.
- Click Yes or No for Alternative Edition.
- Click Yes or No to Accept Non-English Items.
- Select the type of Copyright for Articles Only.
- Enter the Information request under Loan Information or Article Information

After information has been entered, select Finished Adding Request. A Transaction Number will be assigned to the request.




The request should appear in the ILLaid menu under Awaiting Request Processing.

Awaiting Request Processing	1
Request Sent	2

Double Click on Awaiting Request Processing to View the request. Click on the Request Again to Open the Search Requests form. To find an item, Click on OCLC in the Other Information field. Clicking on this will search other libraries who may own the item requested.

**Other Information**

 OCLC

Record Number

Bib Number

Lending String

System ID

**Original Request Information**

Loan Author

Loan Title

Journal Title

**Item Information**

Call Number

Location

ILLNumber	ESPNumber	LendingString

OCLC will list the library which owns the item. Look for the correct listing for your item. Searching may also be accomplished by entering the ISBN, Author/Title, Derived Title, Keyword, or Scan Title. Limitations can be set by checking the correct box under “Limit type to.”

The screenshot shows the OCLC Resource Sharing interface. The 'Holdings' tab is selected. Below the tabs, there is a table with 17 records. The table has columns: Record, Main Entry, Title, Form, OCLC, Standard Number, Year, Publisher, and Own. The records are for various editions of 'Personal finance' by Kapoor, Jack R., 1937- and 'Personal financial planner' by Dlabay, Les R.

Below the table, there is a section for 'Default Searches' and 'Custom Search'. The 'Custom Search' section has fields for QCLC Number, ISBN, Author/Title, Derived Title, Keyword, and Scan Title. There are also buttons for 'Search', 'Reset', and 'Clear All'. To the right of the search fields, there is a 'Limit type to:' section with checkboxes for Books, Serial Publications, Computer Files, Internet Resources, Visual Materials, Sound Recordings, Archival Materials, Articles, Musical Scores, and Maps. There are also buttons for 'Select All Limits' and 'Clear Limits'. A 'Year Limit' field is at the bottom right.

Record	Main Entry	Title	Form	OCLC	Standard Number	Year	Publisher	Own
1	Kapoor, Jack R., 1937-	Personal finance /	Book	507181...	0072510781	2004;	McGraw-Hill,	
2	Kapoor, Jack R., 1937-	Personal finance /	Book	442705...	0072350849	2001;	McGraw H...	
3	Kapoor, Jack R., 1937-	Personal finance /	Book	174197...	025605665X	1988;	Irwin,	
4	Kapoor, Jack R., 1937-	Personal finance /	Book	220058...	0256079056	1991;	Irwin,	
5	Kapoor, Jack R., 1937-	Personal finance /	Book	277684...	0256116199 (recyc...	1994;	Irwin,	
6	Kapoor, Jack R., 1937-	Personal finance /	Book	390452...	0256246084 (acid-fre	1999;	Irwin/McG...	
7	Kapoor, Jack R., 1937-	Personal finance /	Book	614583...	0073106712 (alk. p...	2007;	McGraw-H...	
8	Kapoor, Jack R., 1937-	Personal finance /	Book	325901...	0256145326	1996;	Irwin,	
9	Kapoor, Jack R., 1937-	Focus on personal finance : an active approach...	Book	141484...	9780073530635 (al...	2008;	McGraw-H...	
10	Kapoor, Jack R., 1937-	Focus on personal finance : an active approach...	Book	561986...	0072992395 (alk. p...	2006;	McGraw-H...	
11	Kapoor, Jack R., 1937-	Glencoe business and personal finance /	Book	469141...	0026441284	2002;	Glencoe / ...	
12	Kapoor, Jack R., 1937-	Personal finance /	Book	226356...	9780073382326 (al...	2009;	McGraw-H...	
13	Dlabay, Les R.	Personal financial planner for use with Personal ...	Book	528358...	0072534192	2004;	Irwin/McG...	
14		Glencoe business and personal finance /	Book	573687...	0078614880 (Stud...	2005;	Glencoe/...	
15	Kapoor, Jack R., 1937-	Personal financial planner for use with Personal ...	Book	330282...	0256145342	1996;	Irwin,	
16	Dlabay, Les R.	Personal financial planner for use with Personal ...	Book	424030...	0256262349	1999;	Irwin/McG...	
17		A question of access : a training manual on plan...	Book	626860...	0912917369	1995;	UNIFEM	

25 of 82 results displayed [More](#)

Default Searches Custom Search

QCLC Number  Search Reset

ISBN  Search Reset

Author/Title Kapoor, Pers  Search Reset

Derived Title Per, Fi.,  Search Reset

Keyword Personal Finance Kapoor  Search Reset

Scan Title Personal Finance  Search Reset

Clear All

Limit type to:

☒ Books ☐ Sound Recordings

☐ Serial Publications ☐ Archival Materials

☐ Computer Files ☐ Articles

☐ Internet Resources ☐ Musical Scores

☐ Visual Materials ☐ Maps

Select All Limits Clear Limits

Year Limit (YYYY:YYYY)

OCLC Resource Sharing

Searches Holdings Constant Data Blank Work Form Request

Send Request

Searching Record Detail Holdings Work Form

WorldCat Citation

**Personal finance /**  
 Kapoor, Jack R., 1937-  
 English Book : xxxii, 639 [137] p. ; 29 cm.  
 Boston : McGraw-Hill Irwin, ; ISBN: 9780073382326 (alk. paper)

ILLiad Citation

**Personal Finance**  
 Kapoor  
 9th

NO HOLDINGS IN LDC - 31 OTHER HOLDINGS

OCLC: 226356760 Rec stat: c  
 Entered: 20080522 Replaced: Used: 20100114  
 Type: a ELvl: Srce: Audn: Ctrl: Lang: eng  
 BLvl: m Form: Conf: 0 Biog: MRec: Ctry: mau  
 Desc: a Ills: Fest: 0 DtSt: s Dates: 2009,

010	2008022896
020	9780073382326 (alk. paper)
020	0073382329 (alk. paper)
029	1 AU@ #b 000043123091
040	DLC #c DLC #d BTCTA #d BAKER #d MEA #d YDXCP
050	00 HG179 #b .K37 2009
082	00 332.024 #2 22
100	1 Kapoor, Jack R., #d 1937-
245	10 Personal finance / #c Jack R. Kapoor, Les R. Dlabay, Robert J. Hughes.
250	9th ed.
260	Boston : #b McGraw-Hill Irwin, #c c2009.
300	xxxii, 639 [137] p. ; #c 29 cm.
490	0 The McGraw-Hill/Irwin series in finance, insurance and real estate
500	Includes index.
650	0 Finance, Personal.

Under Record Detail, check the request information for correctness.

OCLC Resource Sharing

Searches Holdings Constant Data Blank Work Form Request

Send Request

Searching

Generate Holdings-Specific Lending String

Default Custom Holdings Ctrl+H

Custom Holdings

Profile Group

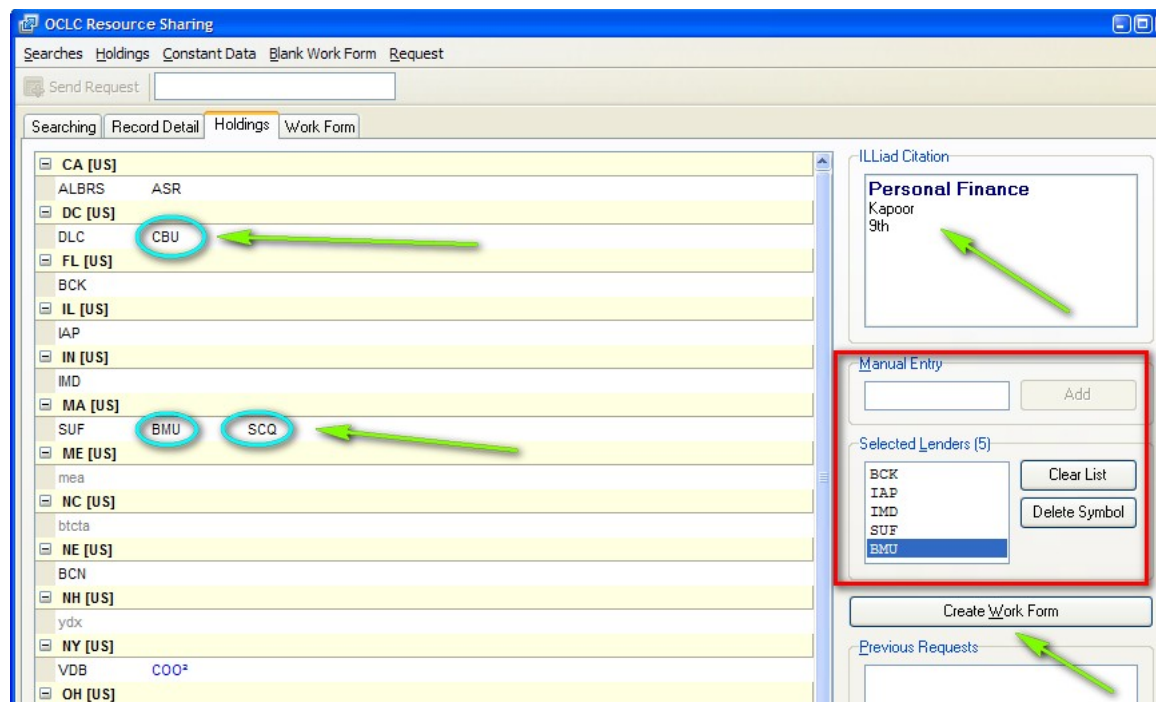
Default

Regional

State

All

Select Holdings, Click Custom Holdings, Default, Regional, State, or All to list libraries.



After clicking on Default, State, or All libraries, Choose a lender from the listing of Libraries shown. Double-click the lender. Lenders will appear under the Selected Lenders tab. You may add or delete Lenders from the list by clicking Clear list or Delete Symbol. To insert Lenders, you may type the Lender in the Manual Entry field and click Add. Select Create Work Form to send request.



OCLC Resource Sharing

Searches Holdings **Constant Data** Blank Work Form Request

**Send Request**

Searching Record Detail Holdings **Work Form**

ILL	NEW	Borrower	LDC	Req Date	20100114	<b>*Need Before</b>	+30
Status	PENDING			Rec Date		Renewal Req	
OCLC	226356760	Source	ILLIAD	Due Date		New Due Date	
<b>*Lender</b>	BCK,JAP,IMD,SUF,BMU						Modify
Author	Kapoor, Jack R., 1937-						
U Title							
<b>*Title</b>	Personal finance /						
Edition	9th ed.						
Imprint	Boston : McGraw-Hill Irwin, c2009.						
Series	The McGraw-Hill/Irwin series in finance, insurance and real estate						
Article							
Vol		No		Date		Pages	
<b>*Verified</b>	<TN: 4628643>					ISBN	9780073382326 (
Patron							
<b>*Ship To</b>	ILL/Moss Memorial Library/Delgado Community College/615 City Park Ave./New Orleans, LA 70119						
<b>*Bill To</b>	N/A						
Ship Via	Lanter or Lib. Rate	Max Cost	Free	Type	Other	Copyright Compliance	CCG
Borr. Notes	Please send only if there is no charge. Thanks!						
Billing Notes	N/A						
E-Mail	cvama@dcc.edu			Affiliation	Solinet		
Fax	504-483-1939 ARIEL IP 198.62.88.81			Locations			
Patron ID		Patron Dept		Patron Status			
Patron Addr				Patron Notes			
Patron Phone		Patron E-Mail		Patron Fax			

**Fields marked with an asterisk (\*) are required**

This is the Request Form. Enter information under the Constant Data tab. (Most information will be filled out by ILLiad.) Enter the Transaction Number if not supplied. Enter Patron Name. Once the form is correctly filled out, Click Send Request. This sends the Request to OCLC.

## Canceling a Request

The screenshot shows a web application window titled "General Update Form". The interface is divided into several sections:

- General Request Information:** Includes fields for Transaction Number (4640312), Username/Name (rinnis54883@dcc.edu), Transaction Status (Request Sent), Transaction Date (2/10/2010 11:50:17 AM), Not Wanted/Need By, Delivery Method/Site, and Service Level/Shipping (Regular).
- Item Information:** Includes Call Number, Location, Due Date, Reason for Cancellation, Item Number/Ref Number, ISSN, Special Instructions, and Max Cost/Pieces. A "Request Type" dropdown is set to "Book".
- Bibliographic Information:** Includes tabs for Article, Loan, Citation, and Additional. The Loan tab is active, showing fields for Loan Author (Schaefer, Richard T.), Loan Title (Sociology : a brief introduction /), Loan Publisher, Loan Place, Loan Date (2009), Loan Edition, Original Loan Author (Schaefer, Richard T.), and Original Loan Title (A Brief Introduction of Sociology).
- OCLC Information:** Includes fields for ILL Number (62551548), OCLC Number (243941681), Lending String (IUA,ABC,ALT,FJD,IAH), Lender, System ID (OCLC), and OCLC Status (UNFILLED). The OCLC Status field is highlighted with a red box.
- Notes and Tracking Information:** Includes tabs for Notes, Tracking, History, and Other Request.
- Billing Information:** Includes tabs for Copyright and Lending Library Invoice, and fields for Compliance/Pay Meth., Pages, and Per Page.

A green arrow points from the "Loan" tab in the Bibliographic Information section to the "OCLC Status" field in the OCLC Information section.

Select the Request you want Cancel by double clicking on the General Search – Borrowing screen. Notice that the OCLC Status states UNFILLED. Go to the Cancel Request button at the top of the screen.



**Cancellation Form**

Reasons for Cancellation

- ☐ Avail - Stacks. See Notes.
- ☐ Avail - Periodicals See Notes.
- ☐ Avail - Microforms. See Notes.
- ☐ Avail - Reserve. See Notes.
- ☐ Avail - Reference. See Notes.
- ☐ Avail - Electronic Access. See Notes
- ☐ Checked Out.
- ☐ Unable to Borrow Dissertation/Thesis.
- ☒ We have exhausted all possible sources.
- ☐ This item is non-circulating.
- ☐ Too new for an interlibrary loan.
- ☐ We could not fill your request by your deadline.
- ☐ Not Affiliated with University.
- ☐ Unable to verify your request as cited.
- ☐ This is a duplicate request.
- ☐ Owned by Special Collections.
- ☐ Other.

Other Reason or Notes (Call Number)

No library is able to supply this item.

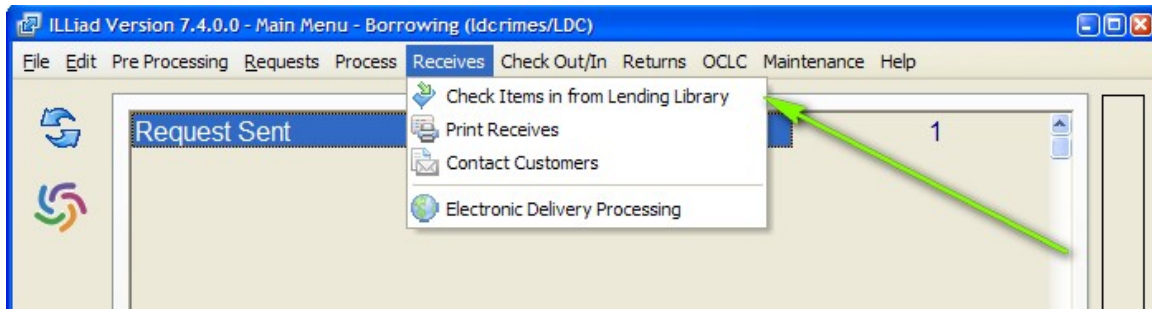
Cancel Request

☒ Send E-mail on this Cancellation?  
☐ Review/Edit EMail Before Sending?  
☐ Move this Cancellation to Print Queue

On the Cancellation form, choose the reason for cancellation. Once you have clicked a reason, a note will appear in Other Reason or Notes. You may also type specific notes in this field by selecting "Other." as a Reason. Select – Send E-mail on the Cancellation, Review/Edit Email before Sending, or Move this Cancellation to Print Queue. Click Cancel Request/

\*By Selecting Send E-mail on the Cancellation, Patrons are notified via Email that the library cannot supply this item.

## Once the Item has been received at DCC



Under Receives, Click on Check Items in from Lending Library. Screen below should appear. To Find the Item, enter information in the Select Record field: Transaction Number, ILL Number, Article Title, Article Author, Loan Title, Loan Author OR Click the Search Button and Highlight the Title of the item requested. The Request Information will appear. Check the material to make sure it is the correct item received.

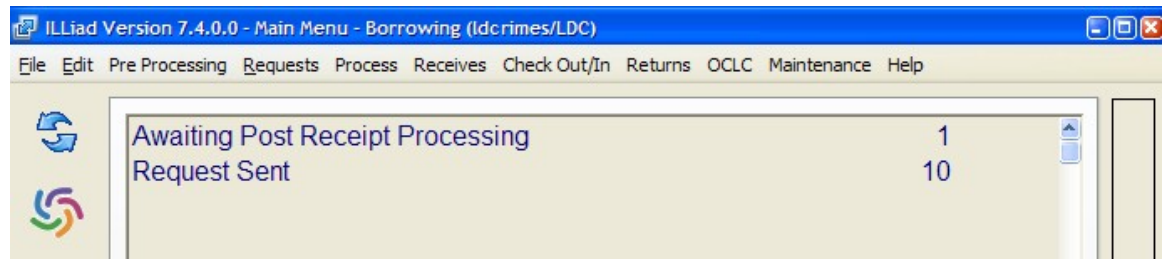
- Enter the Lending Library under Lending String.
- Enter Due Date of the material in the Due Date field.

The screenshot shows the 'Check In From Lending Library' screen in ILLiad. On the left, the 'Select Record' section contains input fields for Transaction Number, ILL Number, Article Title, Article Author, Loan Title, and Loan Author. Below these is a 'Select Only "Request Sent" Status' section with 'Yes' (selected) and 'No' radio buttons. A red box highlights the 'Search' button. To the right is a 'Records Selected' table with columns: TransactionNumber, Username, RequestType, LoanAuthor, LoanTitle, LoanPublisher, LoanPlace, and LoanDate. The table is empty, showing '<No data to display>'. Below the table is the 'Check In From Lending Library' section. It includes input fields for Transaction Number, ILL Number, Customer Name, and Delivery Location. There are checkboxes for 'Library Use Only', 'Allow Photocopies' (checked), 'Allow Renewals' (checked), 'Electronic Delivery?' (unchecked), 'Accept Non English?' (unchecked), 'Accept Alternate Edition?' (unchecked), 'Handle With Care' (unchecked), 'Copy With Care' (unchecked), and 'Restricted Use' (unchecked). A red box highlights the 'Lending String' field. Below this is the 'Request Type' section with 'Article' (selected) and 'Loan' radio buttons. The 'Due Date' field is highlighted with a green arrow. At the bottom, there are buttons for 'Check Item In' (highlighted with a green arrow), 'Check Item In / Scan Now', 'Check Item In / Scan Later', 'Received Partial/Incorrect', 'Cancel Request', and 'Notify Electronic Delivery' (highlighted with a red box). The 'Notes' section at the bottom is empty, showing '<No data to display>'. The 'User Notes' section is also empty.

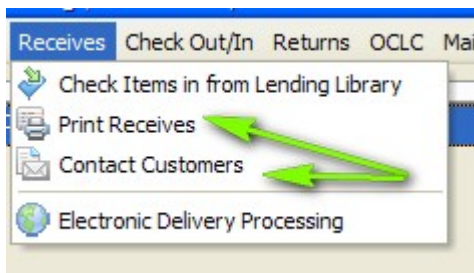
If the item is correct select:

- Check Item In

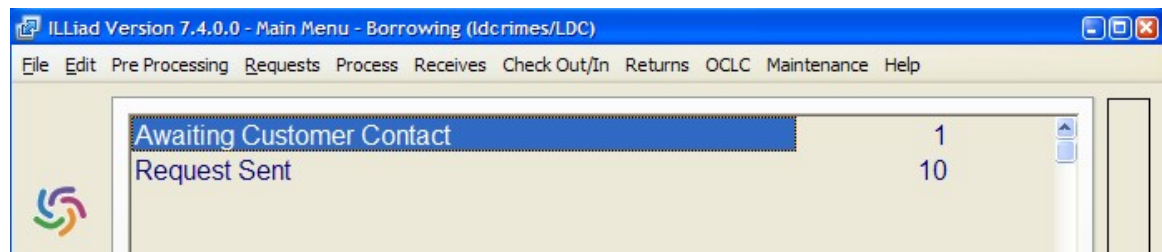
- Received Partial/Incorrect – if only parts of the request were shipped or wrong item.
- Check Item in/Scan Now
- Cancel Request
- Check Item In/Scan Later
- Notify Electronic Delivery – To deliver via Email/Odyssey.



Once checked-in from the Lending Library, the request will go into Awaiting Post Receipt Processing.



Click on Print Receives to print out Check Out Slips and Lending Information Slip.



The request will appear in Awaiting Customer Contact. Click to open the menu.

**Customer Contact Screen**

E-Mail Contacts      Number of Notifications: 1

Start Automatic E-Mail      E-Mail Progress

Print Notifications

Finished Printing Notifications

Undo

Phone Contact: double-click the record below to denote that this customer has been notified.

Transac	Username	LastName	FirstName	Phone	Requ	LoanAuthor	LoanTitle	PhotoArticleAuthor	PhotoArt
▶ \$40965	dccr01	Repman	Denise	504-671-5330	Article			Fontenot, Mitchell J.	A Case fr

Highlight the person you wish to contact. To inform them by email, click the Start Automatic E-Mail button. Double-click the request to notify by phone. Print Notifications for the materials requested.

Checked Out to Customer	2
Customer Notified via E-Mail	1
Request Sent	9

The material will appear in the Patron Notified by Phone or Patron Notified by Email.

dcrimes/LDC)

s Check Out/In Returns OCLC Maintenance

Check Items Out to Customer

Check Items In from Customer

Select Check Out/In from the Menu. Click On Check Items Out to Customer. Enter the Transaction Number and Click Check Out.

**Check Items Out to Customer**

Transaction Number

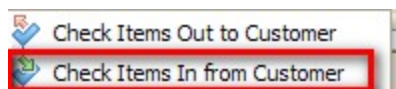
Check Out      Check Out and Again

Checked Out to Customer	3
Request Sent	9

The materials will appear in the Checked Out to Customer field.

\*\*\*\* Items must be assigned a barcode and entered as a brief title in Workflows. See ILL Lending procedures\*\*\*\*

Click on Check Items In from Customer.



To Find the Item, enter information in the Select Record field: Transaction Number, ILL Number, Article Title, Article Author, Loan Title, Loan Author OR Click the Search Button and Highlight the Title of the item requested. The Request Information will appear. Check the material to make sure it is the correct item received from Patron. Select Check Item In to send the material back to the correct library.

**Check Item In From Customer Form**

Select Record

Transaction Number

ILL Number

Article Title

Article Author

Loan Title

Loan Author

Select Only "Checked Out by Customer" Status

☒ Yes ☐ No

Records Selected

Transa	Username	Requer	LoanAuthor
4643346	drober81672	Loan	Meyer, Stephenie, 1973-
4655683	bporter	Loan	Tone, Andrea, 1964-
4655696	bporter	Loan	Walters, Ethan.
4656221	bporter	Loan	Small, Meredith F.
4656226	bporter	Loan	Hobson, J. Allan, 1933-
4658126	bporter	Loan	Herzberg, David L. (David Lowell)
4661271	ttread85800@dcc.edu	Loan	Berman, Ronald.
4662555	pprice80666@dcc.edu	Loan	Imhoff, Dan.

Check In From Customer

Transaction Number

ILL Number

Customer Name

Due Date

# of Pieces

Notes

Note Date	Added By	Note
-----------	----------	------

Title

Author

Notes/Special Ins.


OCLC Status

Return Address Information

Symbol

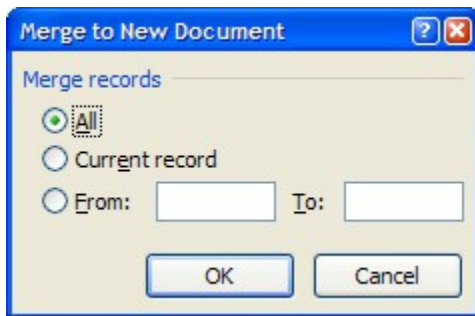
Library Name

Address



Awaiting Return Label Printing	3
Checked Out to Customer	8
Request Sent	12

The materials will appear in the Awaiting Return Label Printing Que.



Merge the documents to print out Mailing Labels.

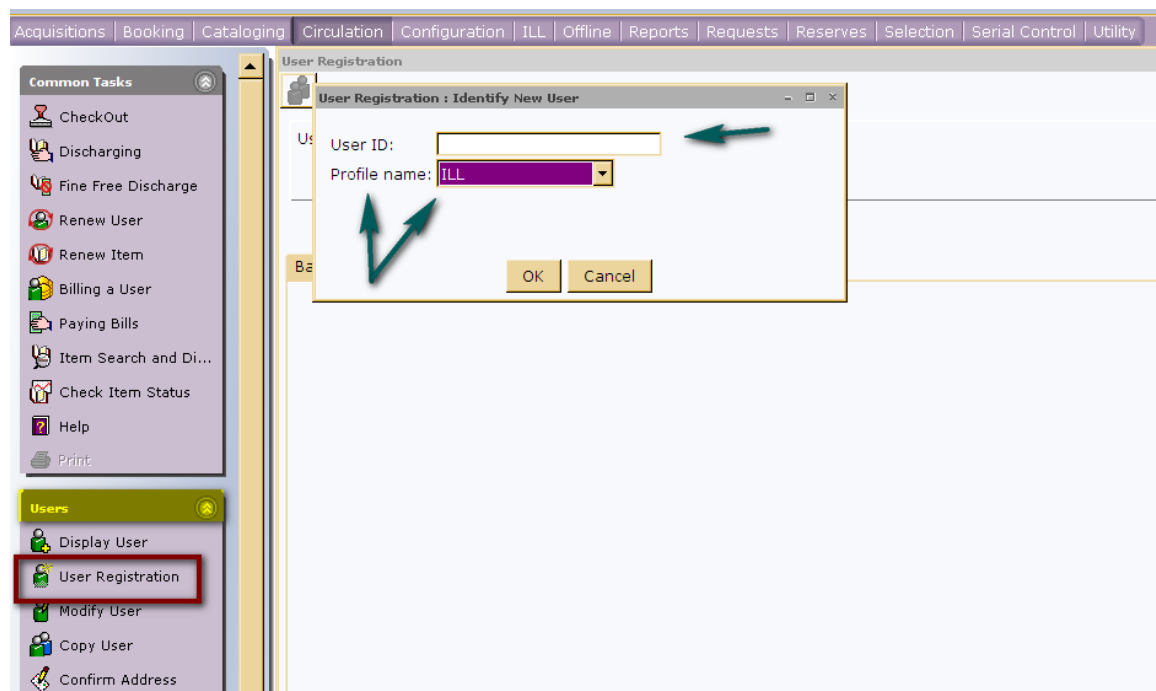
## **II. Lending**

*To circulate an ILL book from our library to another library or non-Delgado patron:*

Go to Users Group on the Circulation toolbar. Click on User Registration.

**Create a User ID: First Letter of First name and first 5 letters of the last name, eg., Dorothy Sayers = dsayer.**

**Chose a Profile Name: ILL**



**Click OK.**

**Common Tasks**

- CheckOut
- Discharging
- Fine Free Discharge
- Renew User
- Renew Item
- Billing a User
- Paying Bills
- Item Search and Di...
- Check Item Status
- Help
- Print

**Users**

- Display User
- User Registration**
- Modify User
- Copy User
- Confirm Address
- Renew Privilege
- Suspend User

**User Registration**

User information

Basic Info | Privilege | Demographics | Addresses | Extended Info

**User Registration : Identify New User**

User ID: DSAYER

Profile name: ILL

OK Cancel

**Enter all information available for each ILL Patron.**  
**Use the following tabs to add information about a user and his or her access.**  
**Required information appears in red.**



## **BasicInfo Tab**

**Enter name, inverted.**

**Enter Library: CITYPARK**

**Enter Profile Name: ILL**

**Common Tasks**

- CheckOut
- Discharging
- Fine Free Discharge
- Renew User
- Renew Item
- Billing a User
- Paying Bills
- Item Search and Di...
- Check Item Status
- Help
- Print

**Users**

- Display User
- User Registration**
- Modify User
- Copy User

**User Registration**

Name: Sayers, Dorothy  
Id: DSAYER  
Group ID:  
Profile name: ILL...

**Basic Info** | Privilege | Demographics | Addresses | Extended Info

Last name, first: Sayers, Dorothy  
Title:   
☒ Allow routing  
Group ID:   
Library: CITYPARK  
Profile name: ILL

## **Privilege Tab**

**Change the Privilege Expires category to the last day of the semester for Students.**

Acquisitions | Booking | Cataloging | Circulation | Configuration | ILL | Offline | Reports | Requests | Reserves | Selection

---

Common Tasks

Call Number and Item ...  
 Label Designer  
 SmartPort  
 Item Search and Display  
 Check Item Status  
 Help  
 Print

Titles

Add Title  
 Modify Title  
 Duplicate Title  
 Delete Title, Call Numb...

Items

User Registration

Name: Savers, Dorothy  
Id: DSAYER  
Group ID:  
Profile name: ILL...

Basic Info | **Privilege** | Demographics | Addresses | Extended Info

Privilege expires: 05/13/2009

PIN: CHANGEME Override:   
Status: OK Override:   
Claims returned: Override:   
Web auth id:  Override:

## Demographics Tab

Complete User Categories 1 & 2.

**User Registration**

Name: Sayers, Dorothy  
 Id: DSAYER  
 Group ID:  
 Profile name: ILL...

---

Basic Info | Privilege | Demographics | Addresses | Extended Info

User cat1: ILL-P User cat2: COMMUNITY  
 User cat3: User cat4:  
 User cat5:  
 Department: Birth date:  
 Language: ENGLISH

## Address Tab

**Add Addresses if available from app. form.**

Acquisitions | Booking | Cataloging | Circulation | Configuration | ILL | Offline | Reports | Requests | Reserves | Selection | Serial Control | Utility

**User Registration**

Name: Sayers, Dorothy  
 Id: DSAYER  
 Group ID:  
 Profile name: ILL...

---

Basic Info | Privilege | Demographics | Addresses | Extended Info

Primary: ☒ Address 1 ☐ Address 2 ☐ Address 3

Address 1

LINE1 23 Privet Lane  
 LINE2  
 LINE3  
 CITY/STATE Wizard City, LA  
 COUNTRY  
 ZIP 70119  
 PHONE 504-555-5555  
 EMAIL hpotte@yahoo.com

## Extended Info Tab

**Extended Information – add name, address, etc. of the ILL Public Library or College/University.**

Use the Before and After helpers to add entry boxes before or after the entry box in which the insertion point is positioned. Use the Delete helper to delete an entry box. Click Register User.

The screenshot shows the 'User Registration' window. On the left is a sidebar with 'Common Tasks' and 'Users' sections. The 'Users' section has 'User Registration' highlighted. The main area shows user details for 'Sayers, Dorothy' (ID: DSAYER, Profile name: ILL...). Below this are tabs for 'Basic Info', 'Privileges', 'Demographics', 'Addresses', and 'Extended Info'. The 'Basic Info' tab is active, showing a list of entry boxes. Annotations with green arrows point to the 'Before' and 'After' icons to add lines, the 'Delete' icon to remove a line, and the 'Register User' button at the bottom. The entry boxes include a 'NOTE' field with 'LaLinc -- UNO Faculty; exp. date: 5/13/2009', a 'COMMENT' field, a 'NOTE' field with 'Special Circulation', and a yellow highlighted row labeled '(Added Line)'. Other fields include 'WEBCATPREF', 'LOSTITEM', 'NOTIFY\_VIA', 'INACTVID', and 'ACTIVEID'.

**Common Tasks**

- CheckOut
- Discharging
- Fine Free Discharge
- Renew User
- Renew Item
- Billing a User
- Paying Bills
- Item Search and Di...
- Check Item Status
- Help
- Print

**Users**

- Display User
- User Registration**
- Modify User
- Copy User
- Confirm Address
- Renew Privilege
- Suspend User
- Send Message
- Remove User
- Unsuspend User

**Items**

**Holds**

**User Registration**

Name: Sayers, Dorothy  
 Id: DSAYER  
 Group ID:  
 Profile name: ILL...

**To add a line above.**

**To Add a line below.**

**To Delete a Line Created in Error.**

**To Save, Click on Register User.**

Basic Info | Privileges | Demographics | Addresses | Extended Info

NOTE | LaLinc -- UNO Faculty; exp. date: 5/13/2009  
 COMMENT |  
 NOTE | Special Circulation (Added Line)  
 (Added Line)  
 WEBCATPREF |  
 LOSTITEM |  
 NOTIFY\_VIA |  
 INACTVID  
 ACTIVEID

Register User | Modify | Register Another User | Close

To Check an Item out to your Special or ILL Patron:

Go to 'Checkout' (Stamp) on the Common Task Group of the Circ Toolbar

Look up your user (by name or ID)

When prompted to enter the Item ID **FIRST** click on the 'Special Due Date' (calendar icon)

Select an ILL due date of 4 weeks (or whatever). Click on Ok.

Acquisitions | Booking | Cataloging | Circulation | Configuration | ILL | Offline | Reports | Requests | Reserves | Selection | Serial Control | Utility

Common Tasks: CheckOut, Discharging, Fine Free Discharge, Renew User, Renew Item, Billing a User, Paying Bills, Item Search and Di..., Check Item Status, Help, Print

Users: Display User, User Registration

CheckOut: Enter Special Due Date

Notes

Name: Sayers, Dorothy  
Id: DSAYER  
Group ID:  
Profile name: ILL...

Identify user

User ID: DSAYER

Identify item

Item ID:

List of checkouts

OK Cancel

Special due date: 02/23/2009,23:59

From now on

Use special due date: For this user only, For this checkout only

Title	Item ID	Date Due	Billed	Amount Paid Autom...
-------	---------	----------	--------	----------------------

Scan or enter the barcode of our book. Click on Check Out Item to User.

Acquisitions | Booking | Cataloging | Circulation | Configuration | ILL | Offline | Reports | Requests | Reserves | Selection | Serial Control | Utility

Common Tasks: CheckOut, Discharging, Fine Free Discharge, Renew User, Renew Item, Billing a User, Paying Bills, Item Search and Di..., Check Item Status, Help, Print

Users: Display User, User Registration, Modify User, Copy User, Confirm Address, Renew Privilege, Suspend User, Send Message, Remove User, Unsuspend User

Items: Holds, Special

CheckOut

Notes

Name: Sayers, Dorothy  
Id: DSAYER  
Group ID:  
Profile name: ILL...

Identify user

User ID: DSAYER

Identify item

Item ID: 3686600483859

Special date due will be used: 03/09/2009,23:59

List of checkouts

Title	Item ID	Date Due	Billed	Amount Paid Autom...
-------	---------	----------	--------	----------------------

Get User Information, Check Out Item To User, Check Out To New User, Close

## Check-In

Simply check the book back into Illiad **and** Sirsi Symphony when the book is returned from the other library.

Acquisitions | Booking | Cataloging | Circulation | Configuration | ILL | Offline | Reports | Requests | Reserves | Settings

Common Tasks

CheckOut

Discharging

Fine Free Discharge

Renew User

Renew Item

Billing a User

Paying Bills

Item Search and Di...

Check Item Status

Help

Print

Users

Display User

User Registration

Modify User

Copy User

Confirm Address

Renew Privilege

Suspend User

Send Message

Remove User

Unsuspend User

Items

Holds

Discharging : Identify Item

Identify item

Item ID: 36866004838589

List of discharges

Title	Item ID	Route/Transit T
-------	---------	-----------------

Discharge Item (o)

Clear Discharge L

**These Patron Records should be removed at the end of the semester. Unless they are steady users.**

To Remove ILL Users:

Go to Remove User on the User Group of the circulation toolbar. Lookup User to be removed by User ID or Last Name. Click on Get User Information. Make sure this is the correct User to be removed. Click on Remove User.

Acquisitions | Booking | Cataloging | Circulation | Configuration | ILL | Offline | Reports | Requests | Reserves | Selection | Serial Control | Utility

**Remove User: Removing User**

**Common Tasks**

- CheckOut
- Discharging
- Fine Free Discharge
- Renew User
- Renew Item
- Billing a User
- Paying Bills
- Item Search and Di...
- Check Item Status
- Help
- Print

**Users**

- Display User
- User Registration
- Modify User
- Copy User
- Confirm Address
- Renew Privilege
- Suspend User
- Send Message
- Remove User**
- Unsuspend User

**Identify User**

Search by User ID or Look up patron by last name.

User ID:

Line1: 23 Privet Lar  
City, state: Wizard City,  
Zip: 70119  
Phone: 504-555-555  
Email: hpotte@yahc

**User information**

User ID: DSAYER  
Name: Sayers, Dorothy  
Profile name: ILL..  
Library: CITYPARK..  
Language: ENGLISH  
Routing allowed: Y

Privilege granted: 2/9/2009  
User date created: 2/9/2009  
Last activity: 2/9/2009  
Privilege expires: 5/13/2009  
Checkouts allowed: UNLIMITED

User cat1: ILL-P..  
User cat2: COMMUNITY..  
User cat3:  
User cat4:  
User cat5:  
Birth date: NEVER  
Department:  
Age: 0

Status is: OK  
Group ID:

Next allowed loan date:  
Checkouts: none  
Extended info: yes  
Claims returned: none  
Amount owed: none  
Unpaid bills: none  
Bookings: none  
Orders: none  
Credit balance:  
Holds:  
Routings:  
Distributions:  
Requests/messages:

**Click on Get User Information to make sure this is the correct User to be removed.**

Get User Information Remove Remove Another User Close





	July	August	Sept	Oct	Nov	Dec	January	February	March	April	May	June	TOTAL		
<b>BOOK</b>															<b>ATTACH</b>
Colladmin	0	4	0	1	0		5	7	1	0					
In-House	0	0	0	0	0		0	31	112	51					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	18	6	9	10	15		7	10	14	34					
Staff	15	8	8	9	0		0	2	1	4					
Student	75	78	126	173	0		50	99	196	150					
Other	0	0		1	0		0	0	0	0					
<b>BOOK-NC/REF.</b>															
Colladmin	0	1	0	0	0		0	0	0	0					
In-House	0	0	44	52	67		16	0	46	0					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	0	0	0	0	0		0	13	0	0					
Staff	0	0	0	0	0		0	0	0	0					
Student	1	0	0	0	0		0	0	0	0					
Other	0	0	0	0	0		0	0	0	0					
<b>COMPUTER LAB</b>															
Colladmin	0	0	0	0	0		0	0	0	1					
In-House	0	0	0	0	13		0	0	0	0					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	5	7	6	0	0		2	0	0	1					
Staff	1	1	0	0	0		0	0	0	0					
Student	606	1109	2158	1790	1654		887	1543	1953	1852					
Other	0	27	0	0	0		0	0	0	0					
<b>PERIODICALS</b>															
Colladmin	0	1	0	0	0		0	0	0	0					
In-House	0	0	0	0	4		0	0	0	0					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	1	0	0	0	0		0	0	0	0					
Staff	1	1	0	0	0		0	0	0	0					
Student	2	8	10	3	0		13		14	10					
Other	0	0	0	0	7		0	0	0	0					

## 2009-2010 YEARLY STATISTICS

????? CAMPUS LIBRARY

	July	August	Sept	Oct	Nov	Dec	January	February	March	April	May	June	TOTAL		
<b>AV/MICROFILM</b>															
Colladmin	0	0	1	7	0		0	0	0	0					
In-House	0	0	0	0	0		0	0	0	0					
Alumni	0	0	0	0	0		0	0	3	0					
Fac-admin	0	7	0	0	0		10	0	0	3					
Staff	0	0	1	0	0		0	0	0	0					
Student	0	0	0	0	0		0	0	0	0					
Other	0	0	0	0	0		0	0	0	1					
<b>RESERVES</b>															
Colladmin	0	0	0	0	0		0	0	0	0					
In-House	0	0	0	0	0		0	37	0	0					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	0	0	1	0	0		0	0	0	0					
Staff		0	0	0	0		0	0	0	0					
Student	48	382	563	290	176		204	345	103	129					
Other	0	0	15	0	0		0	0	0	0					
<b>LALINC CARDS</b>															
Given	0	0	0	0	0		1	0	0	1					
Honored	0	0	0	0	0		0	0	0	0					
<b>HEADPHONES</b>															
Colladmin	0	0	0	0	0		0	0	0	0					
In-House	0	0	0	0	0		0	0	0	0					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	0	0	0	0	0		0	0	0	0					
Staff	0	0	0	0	0		0	0	0	0					
Student	19	49	77	66	0		31	80	2115	124					
Other	0	0	0	0	0		0	0	11	0					
<b>TELEVISIONS</b>															
Colladmin	0	0	0	0	0		0	0	0	0					
In-House	0	0	0	0	0		0	0	0	0					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	0	0	0	0	0		0	0	0	0					
Staff	0	0	0	0	0		0	0	0	0					
Student	0	0	0	1	0		0	0	0	0					
Other	0	0	0	0	0		0	0	0	0					
<b>INTERLIBRARY LOAN</b>															
ILL (Borrowing)	17	9	32	20	30		3	26	18	27			182		
ILL (Lending)	38	27	43	32	43		16	37	60	58			354		
ILL Articles (Lending)	0	2	5	6	8		6	8	5	16			56		
ILL Articles (Borrowing)							0	7	2	0			9		
ILL (Closed Stacks)	0	10	34	8	26		7	12	4	15			116		

	July	August	Sept	Oct	Nov	Dec	January	February	March	April	May	June	TOTAL		
<b>REFERENCE</b>															
Ref. Questions	156	295	238	296	302		144	111	121	317			1980		
Other Questions	66	188	190	144	113		162	127	72	117			1179		
Directional Questions	58	185	161	91	102		87	75	23	47			829		
Question Point	1	5	11	6	2		3	5	7	3			43		
Ask A Librarian/Email	2	25	6	4	3		0	4	2	3			49		
<b>CLASSROOM USAGE</b>															
Bibliographic Instruction	10	1	19	10	9		2	13	18	14					
# of Persons in Tours	58	18	352	141	135		74	178	178	138					
Individual BI	0	0	0	0	1		0	0	1	10					
Walk-in	0	0	0	0	0		2	2	2	3					
<b>Gate Count</b>															
<b>TOTAL</b>	0	1737	3133	2469	2043		1258	2257	4658	2477				<b>TOTAL^</b>	
														<b>TOTAL&lt;</b>	
Not included in total results. Separate statistics.															

[illegible]

[illegible]

[illegible]

# Evidence of Use of Results for Improvement

## Outcome #3

# LYONS&HUDSON

Architects, Ltd.

Hibernia Homestead Bldg./810 Union St./Suite 400

New Orleans, La. 70112/504-525-4491/Fax 504-588-9120

## PRELIMINARY PROGRAM

FOR

**New Library Building  
Delgado Community College  
City Park Campus  
New Orleans, Louisiana**

January 8, 2010



## TABLE OF CONTENTS

- A. HISTORY OF THE EXISTING LIBRARY BUILDING #7
- B. MISSION STATEMENT FOR NEW LIBRARY
- C. PROJECT DESCRIPTION
- D. OVERALL CAMPUS MAP, EXISTING LIBRARY FLOOR PLANS AND SQUARE FOOTAGE TABLUATIONS

## **HISTORY OF EXISTING BUILDING #7**

The Moss Memorial Library was designed by the architectural firm of Nolan, Norman & Nolan in 1963. The original structure was a single-story, 17,000 sq. ft.± building that housed only the library for Delgado Community College. It was enlarged through two later expansions. The later expansions, built around 1969, included information technology spaces and computer labs, and a media center complete with television production facilities, a multi-media center and additional computer labs. Floor plans and tabulations of square footage for the building as it was organized prior to Hurricane Katrina are included following this discussion of the building's history.

On August 29, 2005 Hurricane Katrina and the subsequent levee failure and flooding inundated the entirety of Delgado's City Park Campus. The library (Building #7) was flooded with approximately 2 feet of water which remained in the building for weeks.

As the State of Louisiana proceeded with plans to repair the damaged property, Lyons & Hudson was selected by the State to prepare documents for the repair of numerous buildings on the City Park Campus, Building # 7 among them. After considerable planning by the Architects, FEMA determined that the cost to repair Building #7 to its pre-Hurricane Katrina status exceeded the 50% rule and thus, the building was determined to be eligible for replacement.

# MISSION STATEMENT DELGADO COMMUNITY COLLEGE

## History

For over 80 years Delgado has served the various educational needs of the New Orleans community. In 1909, a New Orleans businessman and philanthropist, Isaac Delgado, donated funds for establishing a manual trades school for boys. From its opening in 1921 as a school for vocational education in the metal and woodworking trades, the mission of the school has changed dramatically. Today the students are men and women of all ages who reflect the diversity of the New Orleans metropolitan area. Delgado is a comprehensive community college and a major institution of higher education in the State of Louisiana. It is a center for professional and advanced technology career education, education in the arts and sciences, and traditional occupational education. From its original location on City Park Avenue, in the heart of New Orleans, the College has expanded to numerous sites, including the West Bank Campus, the historic Charity School of Nursing, and the Northshore.

## Vision

Delgado Community College is a diverse, dynamic, comprehensive community college committed to student success through innovative leadership, excellence in teaching and learning, and the cultural enrichment of the community it serves.

## Core Values

At Delgado Community College, we value:

- The worth of each individual.
- Lifelong learning and the pursuit of knowledge.
- Excellence in teaching in an accessible, learning-centered environment.
- Meeting the needs of a changing workforce.
- The cultural diversity of our students, faculty, staff, and administration.
- Public trust and personal and professional integrity and accountability.
- Our responsibility to community, state, nation, and world.

## Mission Statement

Delgado Community College provides a learning-centered environment in which to prepare students from diverse backgrounds to attain their educational, career, and personal goals, to think critically, to demonstrate leadership, and to be productive and responsible citizens.

## Goals for 2007 - 2012

- Goal 1: Facilities - Recover and strengthen the college's infrastructure.
- Goal 2: Faculty and Staff - Build the faculty and staff.
- Goal 3: Programs - Strengthen programs to meet students' educational, career, and personal goals.
- Goal 4: Workforce Development Education - Lead workforce and economic development in the region.
- Goal 5: Funding - Increase organizational capacity to raise additional revenue.
- Goal 6: Strategic Plan - Update the college-wide Strategic Plan annually, complete the associated annual tactical plans, and implement all other tactical plans as needed.
- Goal 7: Public Relations - Strengthen marketing efforts and build promotional publications.
- Goal 8: Diversity - Enhance efforts to promote diversity to achieve excellence.

## **PROJECT DESCRIPTION**

### **INTRODUCTION**

As stated in the History of the Existing Building #7, FEMA has determined that the existing library building is eligible for replacement due to damage caused by Hurricane Katrina. Lyons & Hudson Architects, Ltd. has been retained by Delgado Community College to prepare a preliminary program for a new library building. This preliminary program will respond to the college's vision statement and the master plan that has already been developed, and set forth the basis from which a new library building may be designed and built.

The new library will serve a growing student population which, during the fall semester of 2009, was approximately 12,000 students at the City Park Campus. Many students are also enrolled in online courses requiring access to computers.

The primary purpose of this Program is to evaluate the types of spaces and the square footage included in the existing library at Delgado Community College and to relate those findings to a new building. Once there is an understanding of the existing conditions, one can begin to determine if the size of the existing library was adequate or if additional space will be necessary to meet the future goals and enrollment of the College. This Program is not intended to be a detailed analysis of the new building, but rather a broad opinion as to the future space and program needs of the new library. Specific types and square footage of spaces will be determined during the design phase of the project, using this Program and the existing building as a guide.

### **SITE CONDITIONS**

The site for the new library building will be in the same general location as that of the existing library. This site is located near the center of campus, directly adjacent to a large open quad toward the east and with direct access to the paved parking area to the west. This location would provide views of the quad, close proximity to the existing Student Life Center and other academic buildings, and vehicular access to the library's loading dock.

There are existing pedestrian circulation paths in place. However, it would be recommended that the canopies above the concrete walkways be removed once the existing utilities are relocated underground.

The campus plan following the Program Description indicates the general extent of the new site of the library building. Other existing campus buildings are also identified. One can observe the important situation of this building within the organization of the overall campus.

## **BUILDING CONCEPT**

It is the recommendation of the Master Plan for the City Park Campus prepared by Dober Lidsky Mathey with Sizeler, Thompson, Brown Architects that:

“It is essential that Building 7 be re-commissioned as soon as possible. The strategy for the deployment of that space should include a 21<sup>st</sup> century library concept that emphasizes electronic access to digital databases, rather than the traditional library concept that emphasizes access to books. The reduction of space devoted to book storage can then be leveraged for flexible classroom and group study space required to accommodate growing enrollments.”

Rather than a sprawling 1-story foot print of 57,000 sq. ft.  $\pm$  as presently exists, consideration should be given to a 2-story solution for the New Library with the 1<sup>st</sup> Floor at or above the base flood elevation. This would create more open space and allow for horizontal expansion of both levels at some future date. The 2-story concept would require added area for stairwells, elevators, additional toilet rooms and more lobby space.

## **UTILITY INFRASTRUCTURE**

The campus is served by a central plant that delivers chilled water to the buildings. When design for the new library begins the configuration of utility delivery may be slightly different but all necessary utilities are available on site. Specific delivery of the various utilities shall be investigated during the design phase.

## **SPACE REQUIREMENTS**

Delgado has determined that the total area for the proposed New Library shall not exceed the total gross area of the existing building or 57,552  $\pm$  sq. ft.

The purpose of this preliminary program was to determine in very general terms that future needs of the Library, AV component and Computer Lab could be satisfied within the allotted area.

The existing floor plans indicate the amount of space presently utilized by the Library, AV component and the Computer Lab.

## THE LIBRARY

On several occasions the Architect met with Denise C. Redman, College-Wide Dean of Library Services, Delgado Community College.

Present volume capacity is approximately 105,000 volumes and the number of readers approximately 260. It was determined that a target of 160,000 volumes and 400 readers would satisfy growth for a 10-year period. Book capacity is calculated using 10-volumes per foot of shelf space. This unit is a bit higher than the 8-volumes per foot used in other libraries. Providing library shelving to accommodate 160,000 volumes allows for growth within the library. Approximately 380, 3 foot double faced sections would be required to accommodate the collection.

The present library provides space for approximately 260 readers. Library standards indicated a more suitable level to be around 400.

In addition to more book capacity and reader capacity Denise expressed a need for several student meeting rooms, classrooms, and a computer area, spaces not in the present library.

A preliminary investigation suggests that to accommodate all the increased library needs, an additional area of approximately 5,000 - 6,000 sq. ft. will be required. This is readily accomplished by the reallocation of space that presently exists, to the library needs.

## THE AUDIO/VISUAL COMPONENT

A meeting was held with Melissa LaCour, MHIM, RHIA, Dean, Distance Learning & Instructional Technology, Co-Director, Quality Enhancement Plan, Delgado Community College. After review of the present space allocation it was determined that no additional area would be required going forth.

## COMPUTER LAB

Andy Loar, Coordinator Student Open Lab, Delgado Community College was the spokesperson for this component. When Katrina struck this component was under construction. Approximately 100 computer stations were provided in the Lab and an additional 38 in the student lounge.

Mr. Loar agreed that 25 to 50 of these stations could be located within the library foot print and that quite a bit of wasted area within the lab could also be reassigned to the library.

In conclusion it appears that the library will need an additional 6,000 sq. ft. to satisfy its needs and this can be accomplished by a better utilization and reallocation of space that presently exists.

*30 seat Jason  
200-900 sq ft.*

Should a 2-story solution be determined to be the most suitable, an additional 4,000 ± sq. ft. would likely be required.

**\*\*\* End \*\*\***

# Evidence of Use of Results for Improvement

## Outcome #4



## Off-Campus Virtual Reference



You may contact us using **Yahoo Messenger!**

Yahoo! ID : dcc.libraries

To add us to your contact list

Click on "Contacts"

Then "Add a Contact"



This box will appear.....

**Add to Messenger List**

Enter a Messenger ID or email address:  Network: **Yahoo! Messenger**

Example: chatsalot77  
example@yahoo.com  
example@sbcglobal.net  
example@hotmail.com

Enter a mobile device number (optional):

Send SMS (text) messages from your computer.  
Example: (408) 555-1212  
+1-408-555-1212  
+91 98 222 49494

Or

Type in our Yahoo! ID and click on Next....

## Choose what list you would like for us to be in....

**Add to Messenger List**

Choose or enter a Messenger List group for dcc.libraries:

A message will be sent asking this person to approve your request to add him or her to your Messenger List.

Enter a brief introduction (optional):

Send your name with this request as:

Choose the alias you want this person to see:

Enter a Brief introduction  
Select with name and alias you would like to use  
Click on "Next"

**Add to Messenger List**

**dcc.libraries has been added to your Messenger List and Address Book, pending his or her response to your request.**

Next, you can:

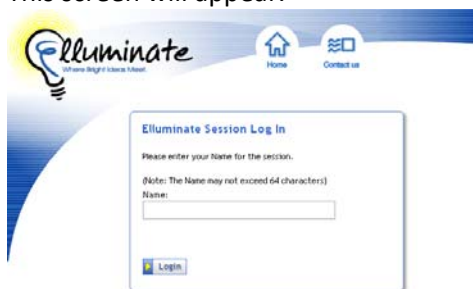
- [Send your contact details](#) to this contact
- [Request contact details](#) from this contact
- [Associate this ID](#) with an existing contact
- [Add another contact](#) to your Messenger List

Once we have accepted your request, feel free to contact us with any questions.

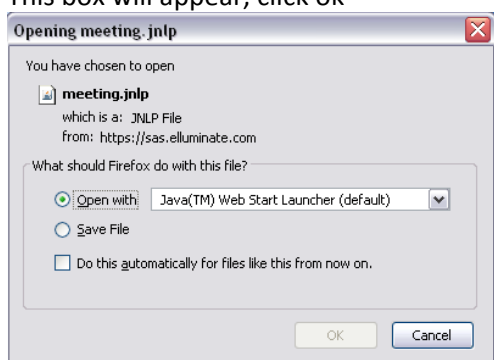


## On Campus - Virtual Reference

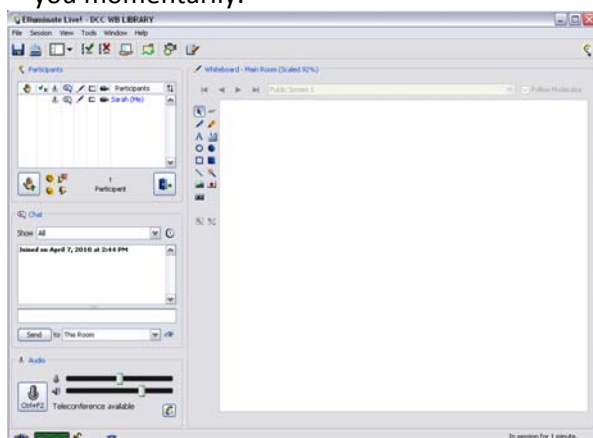
1. Click on the Library Help icon
2. This screen will appear.



3. Please login in using your name or screen name.
4. This box will appear, click ok



5. A series of boxes will appear....Please stay on the screen.
6. This window will open, and the Librarian will be with you momentarily.



7. Please raise your hand to begin your session.  
-To raise Hand...  
Look at the bottom of the top left box called "Participants"



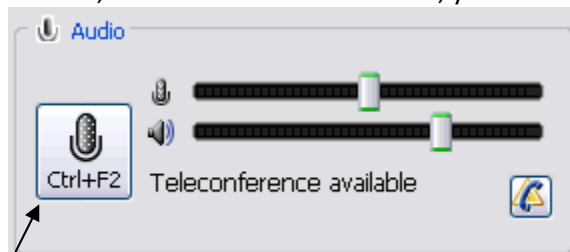
Click and it will ding the teacher to announce your arrival.

To speak with the librarian, There are two ways.....  
(Please wait for the librarian to greet you)

1. Use the Headset provided with the computer.
2. You may converse through the chat feature, which allows only typing.

If you are using a **Headset**.....

On the bottom, left-hand side of the screen, you will see



Press to speak

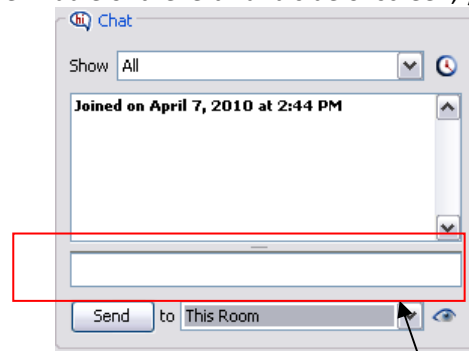
While you are speaking the box will look like this.



After you are finished speaking please press to release the talk function.

If you are using the **Chat Feature**.....

On the middle of the left-hand side of screen, you will see



Please type in the box below the chat box.  
Press send.....

